



National Finance Center Customer Notification

Date of Notification: July 29, 2011

Subject: Payroll/Personnel Suspense Error Corrections

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center (NFC) is sending this communication as a reminder to our customers that Payroll/Personnel System (PPS) error correction in EPIC and *EmpowHR* is a continuous process.

Failure to correct PPS suspense items in a timely manner adversely affects employees and the customer service provided by NFC. Adverse effects may include the following:

- A delay in an employee being paid correctly due to failure to apply pay adjustment personnel actions or to calculate deductions timely; delays in retirement processing, delays in separation lump sum payments, missing or duplicate performance awards and
- Incorrect or delayed deductions for benefits, e.g., Federal Employees Health Benefits (FEHB) coverage, Federal Employees' Group Life Insurance (FGLI), etc.

The Servicing Personnel Office (SPO) is responsible for identifying and correcting items in PPS suspense; whether entered by the SPO, by the employee through the Employee Personal Page Self-Service or Employee Express, or documents generated by an internal NFC process.

Authorized agency representatives with questions concerning PPS suspense error corrections should contact NFC's Payroll/Personnel Help Desk at 1-800-981-3026 or 1-504-426-6455 (Option 3 then Option 2) or the *EmpowHR* Help Desk at 1-888-367-6955 or EmpowHR@usda.gov.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

JKC/M6-11-076

"Tip of the Week"

Remember to transmit Time and Attendance Reports by Tuesday close of business of payroll processing week.